

### Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

### Listing of Claims:

1. (Currently Amended) A computer program product tangibly embodied in a storage device, the computer-program product including instructions that, when executed, generate on a display device a graphical user interface (GUI) for configuring an electronic message response management system~~editing a data structure to be used by a computer-executed process that categorizes data~~, the GUI comprising:

a categorization area that displays a categorization scheme for categorizing [[data]] electronic messages received in an electronic message response management system and categorization controls for modifying the categorization scheme, the categorization scheme comprising a plurality of hierarchical categories, the hierarchical categories including a parent category and one or more child categories associated with the parent category or with another child category, the categorization controls comprising controls for at least one of creating a new category and modifying an existing category, wherein the categorization area displays one category as active;

a linking area ~~a tabbed information panel~~ comprising at least a first tabbed viewset, [[and]] a second tabbed viewset and a third tabbed viewset, wherein the first tabbed viewset comprises user input fields for receiving input ~~associated with a first aspect of the active category that characterizes a condition that, when met, associates a received electronic message with the active category~~, [[and]] the second tabbed viewset comprises user input fields for receiving input ~~associated with a second, different aspect of the active category that identifies one or more candidate response messages corresponding to the active category and provides a preview panel that displays at least one of the one or more candidate response messages corresponding to the active category~~, and the third tabbed viewset comprises user input fields for receiving input that

associates with the categorization scheme a plurality of business processes that categorize received electronic messages.

2-8. (Canceled)

9. (Previously Presented) The computer program product of claim 1, wherein the GUI displays user-selectable buttons that, when selected, enable information in the user-input fields to be edited using cut and paste functionality.

10-12. (Canceled)

13. (Currently Amended) The computer program product of claim [[12]]1, wherein at least two of the plurality of associated business processes are configured to be executed using stored information determined to be linked to categories selected during a single categorization of the data.

14. (Previously Presented) The computer program product of claim 1, wherein the categorization controls comprise selectable buttons which are configured to, upon selection, change the level at which a category is defined.

15. (Previously Presented) The computer program product of claim 1, wherein the categorization controls comprise selectable buttons associated with each parent category, wherein each parent category is configured to be selectively displayed in an expanded form in which all child categories are graphically displayed, and selectively displayed in a collapsed form such that no child categories are graphically displayed.

16-22. (Canceled)

23. (Currently Amended) A computer program product tangibly embodied in a storage device, the computer-program product including instructions that, when executed, generate on a display device a graphical user interface (GUI) for configuring an electronic message response management system ~~editing a data structure to be used by a computer-executed process that categorizes content of a received message~~, the GUI comprising:

a categorization area that ~~displays user input fields which are configured to define a plurality of categories and a plurality of links that form a categorization scheme[[,]]~~ for categorizing electronic messages received in an electronic message response management system and categorization controls for modifying the categorization scheme, the categorization scheme comprising a plurality of hierarchical categories, the hierarchical categories including a parent category and one or more child categories associated with the parent category or with another child category, the categorization controls comprising controls for at least one of creating a new category and modifying an existing category, wherein the categorization area displays one category as active; ~~each category corresponding to certain content associated with that category, each category being defined to be at one of a series of levels between a top level and a bottom level, wherein each category at a level below the top level is linked by one of the plurality of defined links as a child category to a corresponding parent category, the parent category being one of the categories defined in the level immediately above the child category, wherein each child category corresponds to certain content that is a sub-set of the content that corresponds to the corresponding parent category, and the categorization scheme is organized to enable the computer-executed process to categorize the content of the received message, the categorization causing categories that correspond to the content of the received message to be selected, the selection being made by making a category determination beginning at the top level and proceeding to the children of categories that correspond to the content of the received message; and~~

a linking area that ~~displays a tabbed information panel comprising at least a first tabbed viewset, and a second tabbed viewset~~ and a third tabbed view set, wherein the first tabbed viewset ~~information panel~~ comprises user-input fields for receiving input that characterizes a condition that, when met, associates a received electronic message with the active category, the second tabbed viewset ~~which are configured to receive input that defines links between categories defined~~

~~in the categorization area and stored information, such that the computer-executed process, when executed, uses the stored information that is linked to the selected categories to perform subsequent processing of the received message, wherein the first tabbed viewset comprises [[a]] user-input fields for receiving input associated with a first aspect of an active category in the categorization area and the second tabbed viewset comprises a user-input field for receiving input associated with a second aspect of the active category in the categorization area that identifies one or more candidate response messages corresponding to the active category, and a third tabbed viewset comprises user-input fields for receiving input that identifies content in one or more knowledge bases to associate with the active category.~~

24. (Previously Presented) The computer program product of claim 1, wherein the first tabbed viewset is displayed by default in the tabbed information panel, and wherein the second tabbed viewset is displayed in place of the first tabbed viewset upon receipt of user input selecting the second tabbed viewset.

25. (Canceled)

26. (Currently Amended) The computer program product of claim 1, further comprising instructions that, when executed, cause a received electronic message to be classified according to wherein the categorization scheme corresponds to a scheme for classifying content of an electronic message received in an electronic message response management system.

27. (Currently Amended) The computer program product of claim 26, wherein the received electronic message ~~that is received by the electronic message response system~~ is classified according to the categorization scheme and associated, based on the classifying, with at least one category in the categorization scheme.

28. (Canceled)

29. (Currently Amended) The computer program product of claim 26, further comprising instructions that, when executed, wherein the electronic message response management system is configured to provide a candidate response message corresponding to the received electronic message.

30-31. (Canceled)

32. (New) A computer program product tangibly embodied in a storage device, the computer-program product including instructions that, when executed, generate on a display device a graphical user interface (GUI) for configuring an electronic message response management system, the GUI comprising:

a categorization area that displays a categorization scheme for categorizing electronic messages received in an electronic message response management system and categorization controls for modifying the categorization scheme, the categorization scheme comprising a plurality of hierarchical categories, the hierarchical categories including a parent category and one or more child categories associated with the parent category or with another child category, the categorization controls comprising controls for at least one of creating a new category and modifying an existing category, wherein the categorization area displays one category as active;

a linking area comprising at least a first tabbed viewset and a second tabbed viewset, wherein the first tabbed viewset comprises user input fields for receiving input that characterizes a condition that, when met, associates a received electronic message with the active category and the second tabbed viewset comprises user input fields for receiving input that identifies content in one or more knowledge bases to associate with the active category.